



Robert Greene Sterne
Jorge A. Goldstein
David L.S. Cornwell
Robert W. Elmsdorf
Gregory S. Glick
Michael A. Glick
Michael B. Kay
Robert E. Schmitt
Eric K. Sells
Michael D. Lee
John M. Covert
Robert C. Milberg
Donald I. Featherstone
Wendy L. Yano, Jr.
Michael V. Menninger
Justin L. Kim
Mark Fox Evans
Jeffrey L. Hefley
Steven L. Shoen
Donald R. Bainwell
Peter A. Jackson
Brian J. Del Buono

Elizabeth J. Haines
Michael D. Specht
Kevin W. McCabe
Glenn J. Perry
Theodore A. Wood
Gabriel Longworth
Grant E. Reid
Tung L. Muller
Jon E. Wright
Lukene M. Desantis
Heleen C. Carlson
Cynthia M. Bouchier
Timothy A. Doyle
Lori A. Gordon
Shannon A. Carroll
Angela E. Kral
Michelle K. Holczerek
Martha A. Rose
Scott A. Schaller
Lee Zhou
W. Blake Coblenz
James J. Pohl

John T. Hagan
Mark W. Byrd
Michael R. Majek
Carla E. Kim
Doris A. Silver
Paul A. Calvo
C. Matthew Roper
Randall K. Baldwin
Lori M. Brandes
Deborah A. Sterling
Jeremy M. Kass
Stephanie L. Elmer
Jeffrey K. Mills
Mita Muthenjer
Scott M. Woodhouse
Peter A. Socaras
Christina A. Camarce
Richard D. Collier
Patrick F. Hansen
Ross G. Hicks
Kisha Hyton-Rodriguez
Bonnie Narmenge-Combs

Alissa K. Sandrowitz
Jonathan M. Strong
John F. Woodcock
Cherissa Lupo
Salvador M. Bernal
Bruce B. Vance
Justin P. Sher
Byron L. Picard
Kelle K. Chaberski
Christopher R. Ferguson
Jeffrey H. Fougere
William E. Ladd

Registered Patent Agents
Patricia R. MacPherson
Danielle L. Letting
Steven C. Oquendo-Reber
Aaron T. Lusk
Suzanne Spensiero
Gustavo Astudillo

Yasser Montano
Cynthia L. DeRenzo
Gina J. Aron
B. Wilson Powers III
Eric J. Wong
Joseph E. Mischewski
Karin Hantschke
Adam S. Ward

(If Counsel)
Edward J. Kessler
Christopher P. Wurst
David C. Isaacson
Jason D. Fienberg

*Admitted only in Maryland
*Admitted only in Virginia
*Practice limited to
Federal Agencies

April 16, 2010

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

WRITER'S DIRECT NUMBER:
(202) 772-8674
INTERNET ADDRESS:
HPLER@USPTO.COM

Art Unit 2166

Attn: Mail Stop Amendment

Re: U.S. Utility Patent Application
Application No. 09/848,437; Filing or 371(c) Date: May 4, 2001
For: **System, Method, and Computer Program Product for Knowledge Management**
Inventors: BLAIR *et al.*
Our Ref: 2222.038000H

Sir:

Transmitted herewith for appropriate action are the following documents:

1. Online Credit Card Payment Authorization in the amount of \$810.00 to cover:
\$810.00 Fee for Request for Continued Examination;
2. Request for Continued Examination (RCE) Transmittal (PTO/SB/30);
3. Information Disclosure Statement;
4. Form PTO/SB/08A (1 sheet) listing eleven (11) documents (US1-US9 and FP1-FP2);
5. Form PTO/SB/08B (2 sheets) listing fourteen (14) documents (NPL1-NPL14); and
6. Copies of cited documents (FP1-FP2, NPL1-NPL10 and NPL13-NPL14).

The above-listed documents are filed electronically through EFS-Web.

In the event that extensions of time are necessary to prevent abandonment of this patent application, then such extensions of time are hereby petitioned.

Commissioner for Patents

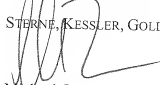
April 16, 2010

Page 2

Fee payment is provided through online credit card payment. The U.S. Patent and Trademark Office is hereby authorized to charge any fee deficiency, or credit any overpayment, to our Deposit Account No. 19-0036.

Respectfully submitted,

STERNE, KESSLER, GOLDSTEIN & FOX P.L.L.C.



Michael Q. Lee
Attorney for Applicants
Registration No. 35,239

MQL/bls